

Interamerican Technologies SAS

Unsolicited calls, Fraudulent calls, and Robocall Mitigation Plan

1. Scope: Interamerican Technologies SAS implements measures to mitigate unsolicited calls, robocalls, and fraudulent calls (the “Mitigation Plan”). The Mitigation Plan outlines the necessary actions to prevent, identify, and respond to such calls, along with any measures concerning them implemented by Interamerican Technologies SAS.
2. Introduction: Unsolicited calls, robocalls, and fraudulent calls pose significant threats to the telecommunications industry and its clientele. Interamerican Technologies SAS analyzes and assesses risks within its operational environment using its risk management system. Consequently, clear policies and procedures have been established to prevent abuse of services.
3. Responsibilities The Compliance Department Manager and staff are responsible for verifying customer accounts, authorizing service access, and monitoring account activities in accordance with applicable laws and this plan. The Technical Department Manager and staff are responsible for monitoring systems to detect any abnormal activities.
4. Prevention and Management of Service Abuse: The objective of this plan is to equip Interamerican Technologies SAS adequately to safeguard its customers, brand, reputation, and public interest from suspected or actual cases of service abuse or fraud. The management of unsolicited, robocalls, or fraudulent calls mitigation plan includes:
 - 4.1 Proactive Management
 - 4.1.1 Implementation of “Know Your Customer” (KYC) procedures.
 - 4.1.2 Continuous monitoring of high-risk accounts.
 - 4.1.3 Verification of new users and due diligence processes.
 - 4.1.4 Administration of contracts.
 - 4.1.5 Ongoing monitoring of call flows for irregular activities.
 - 4.2 Reactive Management
 - 4.2.1 Collaboration with reporting entities and participation in traceback procedures.
 - 4.2.2 Auditing of customer account activities.
 - 4.2.3 Enforcement of contractual terms.
 - 4.2.4 Implementation of corrective actions.